GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:259
ANSWERED ON:10.08.2005
IMPROVING POSTAL SERVICES
Mishra Dr. Rajesh Kumar

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government is aware that private sector is performing better than the Department of Posts in the fields of courier, speed post and parcel services;

(b) if so, the steps taken by the Government for improving the performance of the Department of Posts; and

(c) the details of the progress made so far in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN)

(a) to (c): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. 259 FOR 10TH AUGUST, 2005 REGARDING IMPROVING POSTAL SERVICES.

(a) & (b) Speed Post revenue has been growing at an average rate of 22.8% per annum for the last five years, which is higher than the projected growth rate for Express Industry, viz. 17.5% as per a survey which was got conducted by the Department.

Similarly the revenue in Express Parcel Post of the Department is growing steadily.

Department has set up a Business Development Directorate in 1996 to design, monitor, develop and market value added premium products including Speed Post and Express Parcel Post. Business friendly strategies such as Volume Discounts, Book Now Pay Later Scheme, Monthly Billing, Pick-up Services, customized operations etc. are regular features. A Track and Trace facility called Speednet has been put in place to improve the quality of performance in Speed Post.

A Marketing Division has been set up last year in the Business Development Directorate to create a policy framework and action plan for marketing of all products including Speed Post and Parcel.

To provide a major momentum to this business, a Parcel and Logistics Division has also been created simultaneously with a supporting structure at field level. For large Parcels and Cargo, Logistic Post has been introduced.

(c) The progress in Speed Post revenue and traffic in the last three years is as below:-

Year	Traffic in lakhs	Revenue (Rs. Crore)
2002-2003	634.07	243.01
2003-2004	826.00	298.35
2004-2005	960.00	354.16

The corresponding figures for Express Parcel Post are:

Year	Traffic in lakhs	Revenue (Rs. Crore)
2002-2003	57.61	26.09
2003-2004	67.27	31.45
2004-2005	65.81	37.70